

1997-99 Performance Progress Report

For Quarter Ending June 1999

Agency 124

Department of Retirement Systems

Mission

To administer Washington State's retirement and deferred compensation programs in a manner that creates the highest degree of confidence in our integrity, efficiency, fairness and financial responsibility.

Strategy Solicit and utilize input from our customers.

Performance Measure By survey, percentage of members responding with an "excellent" satisfaction rating for overall quality of services provided by Department of Retirement Systems.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				82				87.0
Actual				91.4				87.4
Date Measured								6/30/99

Performance Measure By survey, percentage of members responding with an "excellent" satisfaction rating for overall quality of services provided by the Deferred Compensation Program.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				82.5				80.0
Actual				82.5				76.8
Date Measured								6/30/99

Strategy Ensure all significant agency activities follow sound project management principles.

Performance Measure Number of service and disability retirements processed.

Output	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								5,209
Actual				4,881				5,169
Date Measured								6/30/99

Performance Measure Labor cost per service and disability retirement processed.

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Efficiency	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				400				500
Actual				530				475
Date Measured								6/30/99

Performance Measure Ratio of active/retired members to agency employees.

Efficiency	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								1,466:1
Actual				1,588:1				1,378:1
Date Measured								6/30/99

Strategy Develop and integrate efficient and effective retirement services.

Performance Measure Average administrative cost per active and retired member.

Efficiency	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate								46.59
Actual				38.95				47.39
Date Measured								6/30/99

Quarter 4 Comment In July 1999, a calculation error was discovered for the 4th quarter actuals. The actual did not include figures for annuitants (retired members). It has been revised to correct the error. As a result of the correction, the 4th quarter actual will not correspond to previously published figures.

Quarter 8 Comment A correction to the 8th quarter estimate was done, the previous estimate did not include annuitants (retired members). As a result of the correction, the 8th quarter estimate will not correspond to previously published figures. The 8th quarter actual reflects the correct calculation method.